



OFFICE OF THE DEPUTY ASSISTANT SECRETARY  
ADMINISTRATIVE SERVICES  
OFFICE OF POLICY, MANAGEMENT AND BUDGET  
U.S. DEPARTMENT OF THE INTERIOR



## Welcome and Introduction

DATE: January 2021

FROM: Jacqueline M. Jones, Deputy Assistant Secretary  
Administrative Services

### Welcome and Introduction to Administrative Services

The leadership teams and employees within the Office of the Deputy Assistant Secretary for Administrative Services join me in inviting you to learn more about our corner of the Department of the Interior.

We are delighted to collaborate with you to achieve the mission of the Department of the Interior to conserve and manage the Nation's natural resources and cultural heritage for the benefit and enjoyment of the American people, provide scientific and other information about natural resources and natural hazards to address societal challenges and create opportunities for the American people, and honor the Nation's trust responsibilities or special commitments to American Indians, Alaska Natives, and affiliated island communities to help them prosper.

Since beginning my tenure in the Spring of 2019, it's been my greatest pleasure to get to know many of the over 1500 employees who serve so diligently and capably across the country in each of the offices within Administrative Services: the Office of Hearings and Appeals, the Office of Collaborative Action and Dispute Resolution, the Appraisal and Valuation Services Office, the Office of Facilities and Administrative Services, the Business and Administrative Division and the Interior Business Center. I am thoroughly impressed with the level of commitment each person brings to the table, and I seek always to encourage a greater sense of connectedness between our sister offices.

To that end, I initiated a cross-organizational collaborative process in early 2020 to identify and embrace a shared vision



for Administrative Services. Employees were asked to rank factors in order of importance, both from the perspective of their offices' mission as well as their personal and professional development. The top four factors identified were Customer Service, Respect, Communication and Leadership. Building upon that foundation, our vision team crafted proposed vision statements, and in mid-April the employees voted overwhelmingly to adopt the following:

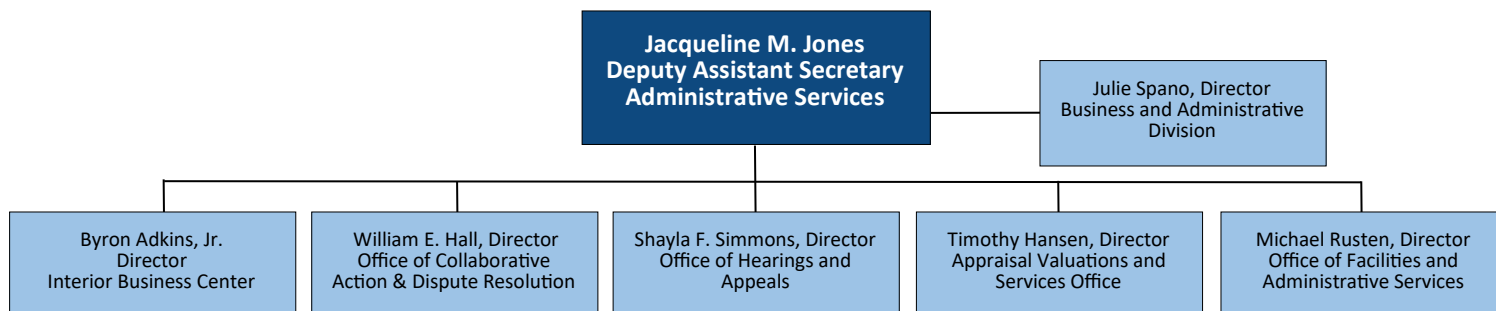
***Our Shared Vision: Administrative Services employees deliver outstanding products and customer services while actively creating and sustaining a respectful focus.***

We are proud to be part of the 170-year history of the Department of the Interior and look forward with great pleasure to working with you in service to the American people.

*- Jacqueline M. Jones*

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## ADMINISTRATIVE SERVICES OVERVIEW

Deputy Assistant Secretary for Administrative Services (DAS AS) Jacqueline M. Jones oversees six offices including the Office of Hearings and Appeals, the Office of Collaborative Action and Dispute Resolution, the Appraisal and Valuation Services Office, the Office of Facilities and Administrative Services, the Interior Business Center and the Business and Administrative Division. These offices provide a variety of business and professional services for the Department's bureaus and offices including independent, impartial administrative adjudications, conflict management and collaborative process support, and mineral and land valuation services. Administrative Services also provides shared services including facilities management for the Office of the Secretary; and human resources, acquisition and financial management services for bureaus and offices within the Department and other external federal agencies.

[The Office of Hearings and Appeals](#) (OHA) provides an impartial forum for parties affected by decisions of the Department's bureaus and offices may obtain independent review of those decisions, and fulfills the Department's trust responsibility with respect to the probate of Indian trust estates and the disposition of other matters involving Indian trust assets. OHA's decisions issued by the Probate Hearings division and WELSA hearings division, the Interior Board of Land Appeals and the Interior Board of Indian Appeals, and Departmental ad hoc boards are binding on the Department and often cited in other legal proceedings and legal publications.

[The Office of Collaborative Action and Dispute Resolution](#) (CADR) leads the Department's collaboration and conflict management programs. CADR provides impartial and confidential assistance to all bureaus and offices, managers and staff, and external stakeholders impacted by the Department's work to promote constructive dialogue and resolve conflicts.

[Appraisal and Valuation Services Office](#) (AVSO) provides independent real property valuation and mineral evaluation services for the Department's bureaus and offices in accordance with the highest professional and ethical standards. AVSO is the most diverse appraisal operation in the Federal Government. AVSO's mission is to provide credible, timely, and efficient valuation services while ensuring the Department's fiduciary responsibilities are met in trust and restricted-fee real property transactions and upholding public trust in Federal real property transactions.

[The Office of Facilities and Administrative Services](#) (OFAS) is responsible for building operations, maintenance and repair for the Stewart Lee Udall Main Interior Building in Washington, DC, as well as facilities and administrative services for all Office of the Secretary offices nationwide.

[The Interior Business Center](#) (IBC) is a certified federal shared services provider in Financial Management and Human Resources/ Payroll and a DOI authorized provider for Acquisition Services. IBC operates under a fee-for-service, full cost recovery business model. For more than 30 years, IBC has supported the Department and other federal agencies by providing business solutions that allow these organizations to focus on their core missions. Currently, IBC serves over 150 different federal agencies.

[The Business and Administrative Division](#) (Division) is a Shared Service Division that resides within the Deputy Assistant Secretary for Administrative Services portfolio and supports not only the Assistant Secretary's Office for Policy, Management and Budget, but also the Secretary's Immediate Office, Office of Communications, the Assistant Secretary for Land and Minerals Management's Office and the Assistant Secretary for Water and Science's Office along with numerous PMB and OS Offices with full business and administrative operations.



## Journeys Newsletter

In November 2019, at the direction of Deputy Assistant Secretary Jacqueline M. Jones, a collaborative team of representatives from each of the offices within Administrative Services came together to create, develop and publish a monthly newsletter for employees. Entitled *Journeys*, the first issue was distributed on January 1, 2020, and reaches approximately 2000 employees every month. To review, please click on the cover of each issue.

## The Journeys/Connections Team

**Julie Spano (Business and Administrative Division)**  
**Abigail True (AVSO)**  
**Tahirih Varner (CADR)**  
**Tonianne Baca-Green (OHA)**  
**Roberta Richardson (OFAS)**  
**Michael Pritchett (IBC)**  
**Stephen Carlisle, Editor (IBC)**



## Connections Magazine

In May 2020, building upon the success of *Journeys*, Ms. Jones directed the collaborative team to create *Connections*, a magazine focused on each month's Special Emphasis Program area. *Connections* is distributed through Special Emphasis Program managers to as many as 35,000 employees throughout DOI. To review, please click on the cover of each issue.





## Appraisal Valuations and Services Office

The Appraisal Valuations and Services Office (AVSO) is the Departmental office with delegated authority over valuation and valuation policy which puts AVSO in a unique position. This position provides AVSO crosscutting opportunities to interact with many diverse internal programs as well as external organizations, such as tribal appraisal programs and the many NGOs that assist the Department with meeting its land and trust management objectives.

### History

As AVSO is currently structured, it is the product of an evolution of the valuation function within the Department. Prior to 2002, the appraisal function was a bureau function and appraisal staff were employees of the five bureaus that AVSO currently supports: Bureau of Indian Affairs (BIA), Bureau of Land Management (BLM), Bureau of Reclamation (Reclamation), National Park Service (NPS), and the U.S. Fish and Wildlife Service (FWS).

In November of 2002, the Office of Appraisal Services, which conducted all Departmental appraisals for Indian real property, was transferred from the Bureau of Indian Affairs to the Office of the Special Trustee for American Indians. In 2003, after a series of critical audits by the DOI-Office of the Inspector General and the Government Accountability Office, all appraisers within the land management bureaus were reassigned to a new office—the Appraisal Services Directorate within the National Business Center. Secretary Gale Norton recognized that appraiser independence is key to determination of fair market value and that to truly be independent, appraisers needed to be in a separate organization.

In 2010, the Appraisal Services Directorate became the Office of Valuation Services and was moved from the National Business Center to the Office of Policy, Management, and Budget within the Office of the Secretary. In March of 2018, the most recent organizational change occurred and brought together all Departmental appraisal and minerals evaluation services under one organization, AVSO. The creation of AVSO as the Department's single appraisal organization is the most recent effort to shore up the independence of valuation professionals and create efficiencies in operations that benefit the Department, its bureaus and offices, and American taxpayers.



**Colette Adolph**, Indian Trust Property Valuation Division, Portland Office, captured this aerial photo of the Bighorn National Recreation Area in Montana while on assignment for AVSO

### Valuation

For FY20, AVSO completed over 4,500 site-specific appraisals on nearly 1 million acres of federal and Indian lands and over 11,000 mass appraisals and 573 mineral evaluations on over 6 million acres. AVSO provides a variety of valuation services that include real property appraisals, appraisal reviews, evaluation of mineral potential, grazing lease valuations, valuations of right-of-way interests, market studies, rental schedules, mass appraisals, area-wide minerals evaluations, consultations on property value, and concessions valuations. Real property appraisals are required by law for most real property transactions including land acquisition, disposal, exchange, probate settlement, and rights-of-way.

The types of property appraised include recreational, agricultural, commercial, industrial, and residential. Appraisal reviews are provided to ensure that all appraisal results are supported and compliant with applicable appraisal standards including the *Uniform Appraisal Standards for Federal Land*

*Acquisitions* (UASFLA or the “Yellow Book”) and the *Uniform Standards of Professional Appraisal Practice* (USPAP). Most trust and restricted-fee property appraisals must be conducted in compliance with USPAP, whereas most federal land transactions must comply with the Yellow Book. Consultations provide valuation information and advice to Department and bureau management and staff attorneys and may also require testimony in court and at administrative hearings.

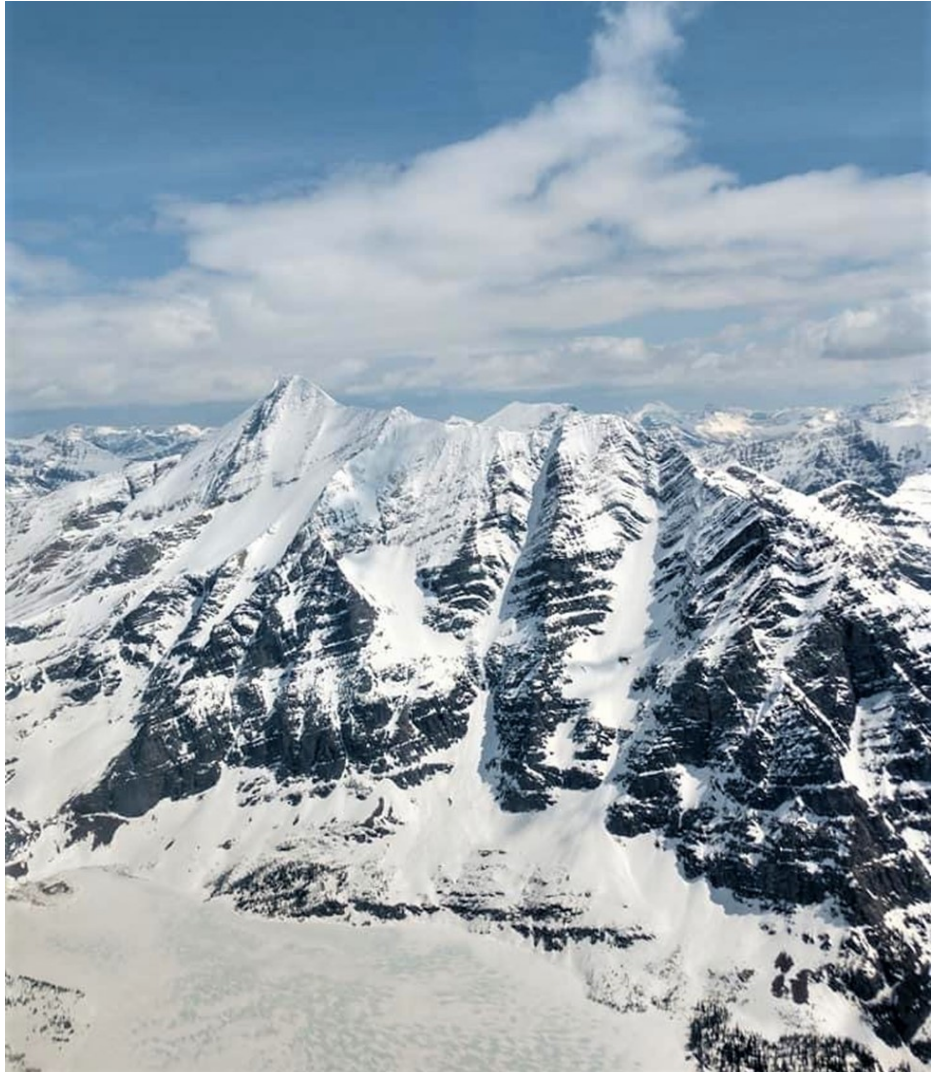
### PL 93-638 Tribal Self-Governance and Self-Determination

The 1975 Indian Self-Determination and Education Assistance Act, Pub. L. 93-638, gave Indian tribes the authority to contract with the Federal Government to operate programs serving their tribal members and other eligible persons. AVSO coordinates closely with the Office of Self-Governance (OSG) to provide guidance, oversight, and training to tribal programs. The Associate Deputy Director provides coordination and oversight of AVSO’s tribal self-governance and self-determination compacts and contracts with other Department offices and staff.



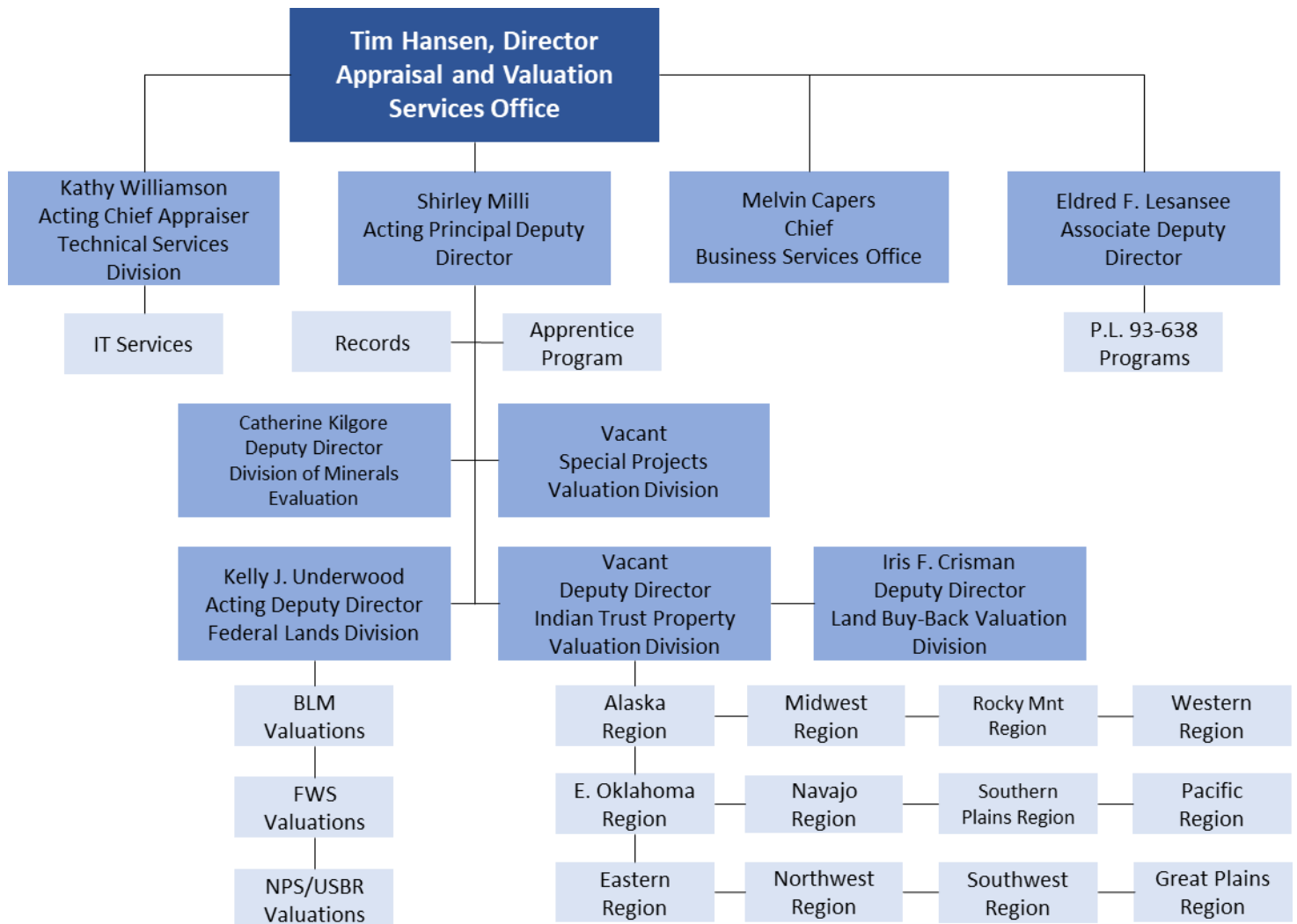
More beautiful photos taken by AVSO staff working in the field. Above: **Jeremiah Johnson**, Federal Lands Division, Fish & Wildlife Team, Bloomington Office took this picture of a doe in a corn field.

Right: **Roxanne Poupart**, Indian Trust Property Valuation Division, Billings Office, took this photo of Glacier National Park going through a mountain pass near Lake McDonald.





## AVSO (Continued)



From Left to Right: AVSO's **Geoff Oliver**, **Kai Rees** and **Cody Halterman** conduct an appraisal in Kodiak, Alaska.



## Office of Collaborative Action and Dispute Resolution

The Office of Collaborative Action and Dispute Resolution (CADR) serves to improve the efficiency and effectiveness of the Department's operations, enhance communication, and strengthen relationships within the Department and with all customers, constituents, private organizations and businesses, Federal, State, Tribal and local government entities, and local communities with which the Department interacts to accomplish its work. CADR is committed to building and modeling conflict management competencies and integrating the appropriate use of public participation, collaborative problem-solving and alternative dispute resolution processes in all areas of the Department's work.

CADR was established by Secretarial Order, dated October 28, 2001, to report to the Deputy Assistant Secretary for Performance, Accountability and Human Resources in the Office of the Assistant Secretary for Policy, Management and Budget. The Department's Dispute Resolution Specialist is the Director of the office.

**VISION:** DOI Bureaus and Offices work collaboratively to prevent, manage, and resolve conflict, promoting trust and sustainable decisions.

**MISSION:** CADR leads the Department's conflict management and dispute resolution programs with integrity and expertise to support all DOI Bureaus and Offices. We work collaboratively with DOI employees and external stakeholders to: establish and implement Department-wide conflict management and collaboration policies and procedures; provide education, coaching and training; ensure timely access to expert impartial assistance through mediators and facilitators; and track and evaluate results for continuous improvements.

**VALUES:** CADR embodies the following values individually, within and among the CADR team, and in our interactions with our clients and customers.

**Transformational:** As a catalyst for change, we strive to be daring, creative, bold, thoughtful, and look holistically to question the status quo and/or current convention to create positive impact on the organization and individual.

**Community Spirit:** We foster a sense of community spirit within CADR and build relationships with those we serve to create collaboration capable and conflict competent communities.

**Hope:** We value patience, optimism, and seeing the worth in others to inspire and foster a sense of possibility and hope.

**Integrity:** In our interactions with each other and with those we serve, we model the behavior and approach that we want others to emulate.

**Service:** We serve to fulfill DOI Bureau and CADR missions at the highest/best value to the taxpayer through our leadership, teamwork, responsiveness, productivity and goal orientation.

### GUIDING PRINCIPLES

To realize our vision and mission, we adhere to the following principles:

- Commitment to provide proactive, innovative, adaptive leadership seeking continuous improvement.
- Commitment to model collaborative, consensual approach to planning, problem-solving and decision-making.
- Commitment to promote effective coordination with clear, open, honest communication.
- Commitment to build trust and strong working relationships with employees and organizations throughout the Department and with external parties.
- Commitment to strive for excellence and to add value by our participation.
- Commitment to create awareness and understanding of our mission.
- An effective conflict management system is a shared responsibility and informed and engaged individuals are its foundation.





“Alone we can do so little;  
together we can do so much.”

- Helen Keller

### CADR Staff

Director:	<b>William E. Hall, Ph.D.</b>
Business Manager and COR:	<b>Lisa Kool</b>
CORE PLUS Program Managers:	<b>Ava Stone Molly Tepper</b>
ECCR Program Managers:	<b>Susan Goodwin Saman Hussain Sarah Palmer</b>
Organizational Ombuds:	<b>Brian Bloch Fernando Caetano Mary Chavez Rudolph Sigal Shoham Tahirih Varner</b>

### CADR Services

CADR provides a fair, impartial, and confidential resource to discuss your concerns and explore different options to help you anticipate and resolve conflicts and disputes, build stronger relationships and achieve more effective and lasting results.

CADR offers information and assistance on problem solving options including, but not limited to:

**Consultation:** This is an informal one on one meeting or discussion with an impartial neutral third party to allow a venue for deliberation, discussion or decision by an employee or manager considering their options.

**Conflict Coaching:** A one on one voluntary and confidential process that combines ADR and coaching principles. An individualized method for helping one person develop skills and strategies to constructively manage interpersonal conflicts.

**Leadership Coaching:** Leadership coaching provides personalized learning for busy executives and employees and is used to address both immediate, tactical issues and strategic, long -term issues or opportunities – and deepen their learning of themselves and their surroundings in the process.

**Training and Teambuilding:** Modules exist on conflict management skills, difficult conversations, communication skills, cultural competency, introduction to interest based negotiations, basic and advanced mediation skills and basic facilitation skills and additional training can be identified or designed based on specific needs.

**Facilitated Conversation:** This process involves an impartial third party to assist in a difficult conversation to surface tensions or issues of concern, clarify misunderstandings, and improve communication and working relationships. It is less formal than a mediation process.

**Mediation:** A confidential process in which an impartial practitioner (mediator) who has no decision-making authority assists parties in a dispute to reach a mutually acceptable resolution of the issues.

**Facilitation:** A process where an impartial practitioner (facilitator) assists to improve the flow of information between parties or helps a group move through a problem-solving process to reach group decisions, achieve stated goals, or to resolve or improve a situation. A facilitator generally becomes less involved in the substantive issues than a mediator.

**Negotiated Rulemaking:** Sanctioned by the Negotiated Rulemaking Act of 1996, in a negotiated rulemaking process the agency involves interested parties who will be impacted by the rule in a negotiation process to develop a draft rule.

**Situation or Conflict Assessment:** Conducted by a neutral party, an assessment serves to identify stakeholders and key issues, analyze the feasibility of moving forward in a collaborative process including the feasibility of reaching agreement, and design an approach for proceeding.

## Interior Business Center

The Interior Business Center (IBC) is a federal shared services provider offering Acquisition, Financial Management and Human Resources systems and services to federal organizations. IBC has supported federal agencies for more than thirty years by delivering business solutions that enable the Department of the Interior and over 150 federal agencies and organizations to conduct their business. IBC employs 900 highly skilled and highly dedicated federal employees. Following IBC's standard service delivery models, IBC employees excel in providing a consistent and reliable customer experience.

By offering mission support services and solutions, IBC affords its customers the ability to devote more of their time and focus to carrying out their respective missions. The adoption of a shared service approach to providing mission support services allows the federal government to implement new governmentwide requirements more easily.

### Lines of Business

**Acquisition Services:** IBC is focused on compliance, thorough documentation, and exceptional customer service in executing contracts, grants and other financial assistance. From all pre-award functions (acquisition planning, solicitation, negotiation, source selection) to post-award activities (award, protest defense, performance monitoring, invoice analysis, UDO management and close-out). We have experience in a broad range of customer needs, including IT equipment & services, aviation, research & development, medical equipment and services, construction, and various other goods and professional services.

**Financial Management Services:** IBC provides financial management services, including accounting and core financial systems implementation and support for Oracle Federal Financials software. IBC also offers quarters management, eTravel services and government charge card support for our federal customers. In addition, we provide incurred cost audit services and indirect cost rate negotiations with nonfederal entities including Indian tribal governments and insular areas, state, and local governments.

**Human Resources Services:** IBC offers integrated human resources systems including personnel, payroll, time and attendance, workforce tracking, talent management and data analytics, and a full suite of payroll operational services, human resources services, drug & alcohol testing and personnel security services. IBC's comprehensive and integrated HR systems and services meet or exceed all government requirements and federal payroll guidelines. Each system and service is delivered according to a standard set of expectations, communicated transparently to clients in annual service level agreements, and measured quarterly with metrics posted on client-facing web pages.

### Authorities and Regulations

IBC operates under a fee-for-service, full cost recovery model, with no directly appropriated funds to support the organization. IBC is dedicated to providing high-quality mission support services to its client agencies and to providing transparency and accountability in its costing, pricing and service delivery.

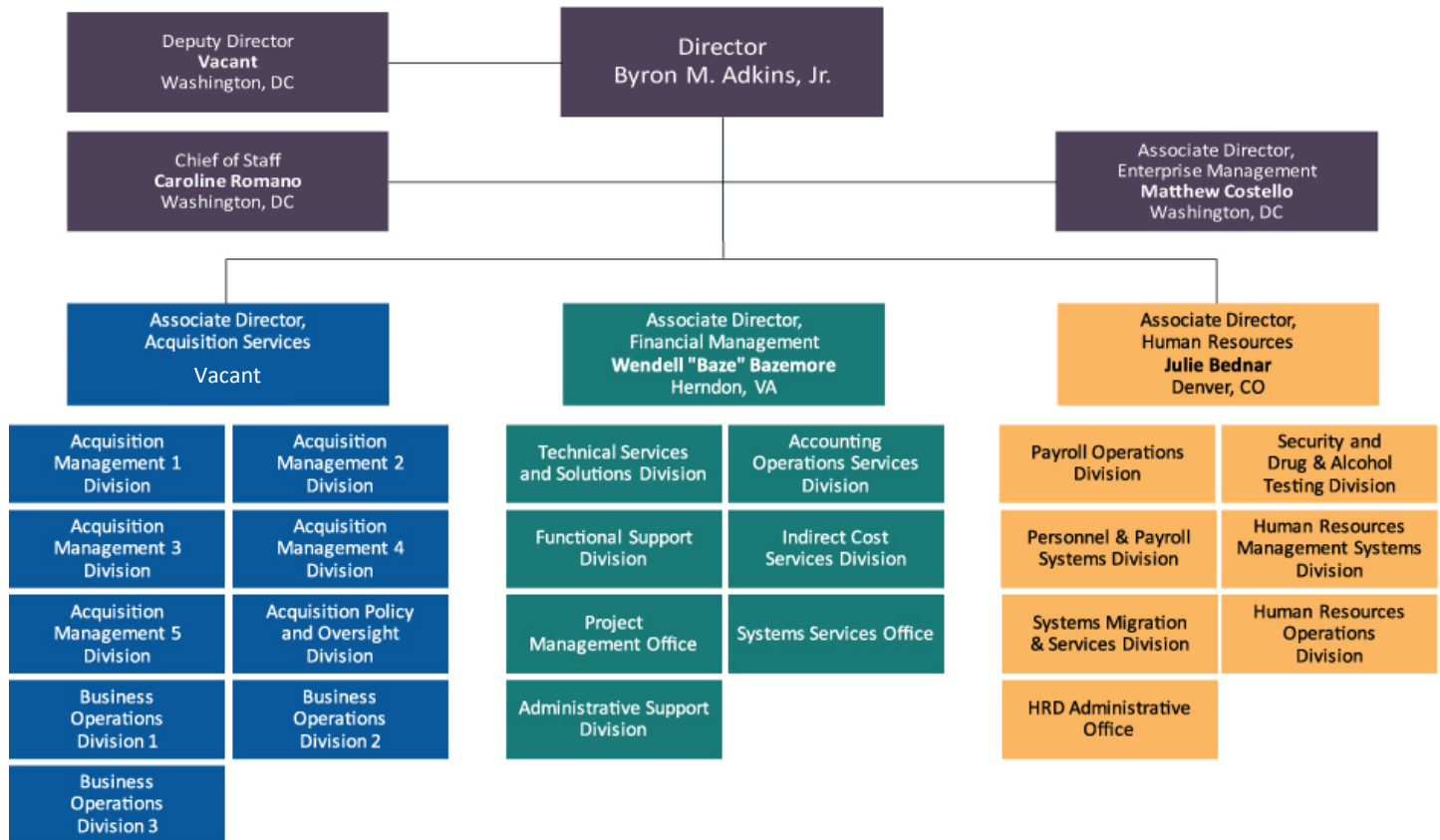
IBC's statutory authority for providing cross-agency support services is through the Department's two intragovernmental revolving fund components: the Working Capital Fund (WCF), which was established pursuant to 43 USC 1467, and the Interior Franchise Fund (IFF), established pursuant to Pub. L. No. 104-208 and the 2008 Omnibus Appropriation bill. Congress established revolving funds as a "business type" of fund to allow federal agencies to finance a cycle of operations through amounts received by the fund. IBC is authorized to use these two revolving funds to support the business management services it provides.



*Pictured right: IBC and OCIO staff members during the DOI Shared Services Day. The event that took place at the Main Interior Building featured mission support and shared services*



## IBC (Continued)



### ACQUISITION SERVICES

Market Research  
Acquisition Planning  
Solicitation  
Negotiation and Award  
Contract Close-out  
Bid Protest Defense

**40+** Federal Agencies Supported

**55%** Annual Small Business Utilization Rate

**80%** Annual Competition Rate

**\$2B+** Average Yearly Obligations

### FINANCIAL MANAGEMENT

Accounting Operations  
Charge Card Support  
COR Services  
eTravel Services  
Financial Systems  
Indirect Cost Services  
Project Management  
Quarters Program Management

**45+** Customer Agencies

**22K+** Interagency Payments

**100K+** Vendor Payments

**\$52M** Yearly Revenue

### HUMAN RESOURCES

Integrated HR Systems  
Payroll Operations  
HR Operations  
Personnel Security  
Drug & Alcohol Testing

**70+** Customer Agencies

**300K** Federal Employees Supported

**\$117M** Yearly Revenue

### “Our Customer Mission is our Focus”

Embracing the commitment to excellence in every task performed, the Interior Business Center takes great pride in providing shared services to its federal agency clients in support of their efforts to carry out their missions on behalf of the American

#### Mission

IBC employees provide exceptional quality business solutions and customer services to our clients so they may focus on achieving their missions.

#### Vision

To be the shared services provider of choice for the federal government.

#### Priorities

**EVOLVE** as a Federal Shared Services Provider

**FOSTER** Organizational Resilience

**DEMONSTRATE** Financial Integrity

#### Core Values

**ACCOUNTABILITY** - being proactive, responsive and responsible for our actions

**CUSTOMER FOCUS** - providing accurate, courteous and timely service

**INCLUSION** - creating a diverse workplace where everyone is treated with dignity and respect

**INTEGRITY** - consistently doing the right thing

**STEWARDSHIP** - responsibly planning and managing resources in our care

### Recognizing Excellence in Customer Service and Teamwork

*IBC's Awards and Recognition program acknowledges the positive impact our employees have on the IBC's mission accomplishment. The Award for Excellence is given to a team who accomplishes a task, project or work assignment that successfully demonstrates at least three of the five IBC values: Accountability, Customer Focus, Inclusion, Integrity and Stewardship. Nominations focus on directorate and cross-IBC directorate teams, as well as accomplishments resulting from teams including the support and collaboration of IBC partners within DOI. In 2020, IBC nominated three teams for the Award for Excellence: DOI Data Telecommunications Team, DOI Talent Performance Management Implementation Team, and Intra-governmental Payment and Collection (IPAC) Team. The 2020 IBC Award for Excellence went to the DOI Talent Performance Management Implementation Team.*



IBC's Acquisition Services Directorate and OCIO partnered to lead the department-wide team of 57 members. After more than three years of planning and preparation, the Team transitioned DOI's telecommunications and related Information Technology Services to the new GSA Enterprise Infrastructure Solutions contracts.

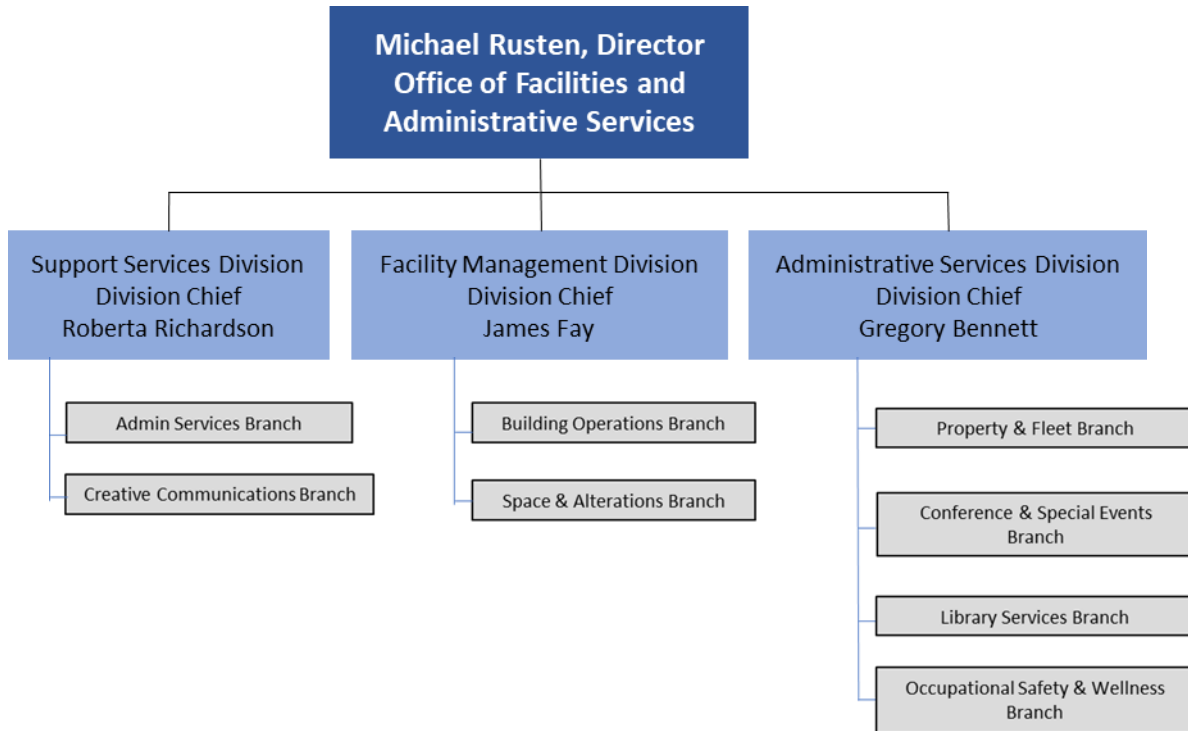


The 10 team members represented three divisions within IBC's Financial Management Directorate. The team collaborated to migrate the DHS Intra-governmental Payment and Collection (IPAC) interface to IBC's current Oracle Federal Financials (OFF) solution baseline. The IPAC interface allows OFF to automatically upload IPAC charges.



The Team comprised of 49 IBC Human Resources Directorate employees, one IBC Office of the Director employee, and 19 DOI OCIO employees implemented a department-wide electronic employee performance management system, moving the Department from a completely paper-based process to an electronic system.





## Office of Facilities and Administrative Services

The Office of Facilities and Administrative Services (OFAS) is responsible for building operations, maintenance and repair for the Stewart Lee Udall Main Interior Building (MIB) in Washington, DC, as well as facilities and administrative services for all Office of the Secretary offices nationwide. OFAS manages the MIB under delegated authority from the General Services Administration (GSA).

### ***Facilities Management***

- OFAS provides the following facility management services for the MIB:
- Office space assignment and space utilization
- Office repairs and alterations (e.g., painting, carpeting, carpentry)
- Heating, Ventilation, and Air Conditioning (HVAC)
- Electrical, plumbing and mechanical
- Office and restroom cleaning, trash pick-up, recycling, composting
- Energy conservation and environmental management
- Elevator safety and operations
- Landscaping and pest control
- Parking at the MIB and the Federal Reserve Building (FRB)
- Liaison with GSA for capital equipment, core and shell serviceability

### ***Administrative Services***

OFAS provides the following administrative services for the MIB:

- Special events and Auditorium and conference room scheduling
- Management of the Wellness Center
- Interior Library (research and full reference services)
- Creative Communication Services (graphical design and finishing services)
- Office moving services
- Mail operations
- Administration of the DOI flags and seals program
- Driving Services for the Deputy Secretary and AS-PMB
- Passport courier services
- Oversight of the cafeteria, snack bar and vending machines
- Oversight of the Child Development Center
- Liaison with the IDRA Gift Store, Post Office, Gymnasium and Hair Salon

OFAS also supports the Office of the Secretary nationwide on:

- Management of commercial leases and Occupancy Agreements (i.e., interagency agreements for GSA-controlled space)
- Fleet vehicle management
- Personal property management (oversight and full accountability)
- Management of the Safety and Health Program
- Transportation Subsidy Program



### **Project Spotlight: DOI Library**

Since its establishment in the 1930's, the DOI Library at the MIB has undergone many transformations, with its most recent update completed under the direction of OFAS in 2019.

The renovation and modernization project was an opportunity to highlight and polish some of the nicest aspects of the library reading room. The cork floors were re-finished, the original 1930's tables were restored and received new leather top surfaces, new lamps and lighting fixtures were installed, and a badly needed coat of paint in several different shades serves to accent the features of the crown moldings along the ceiling.

The library stacks area now represents a type of modern architectural library design that bridges the historic industrial design of the original 1930's library with the light-filled, open-floor concept of today's modern library.



## Office of Hearings and Appeals

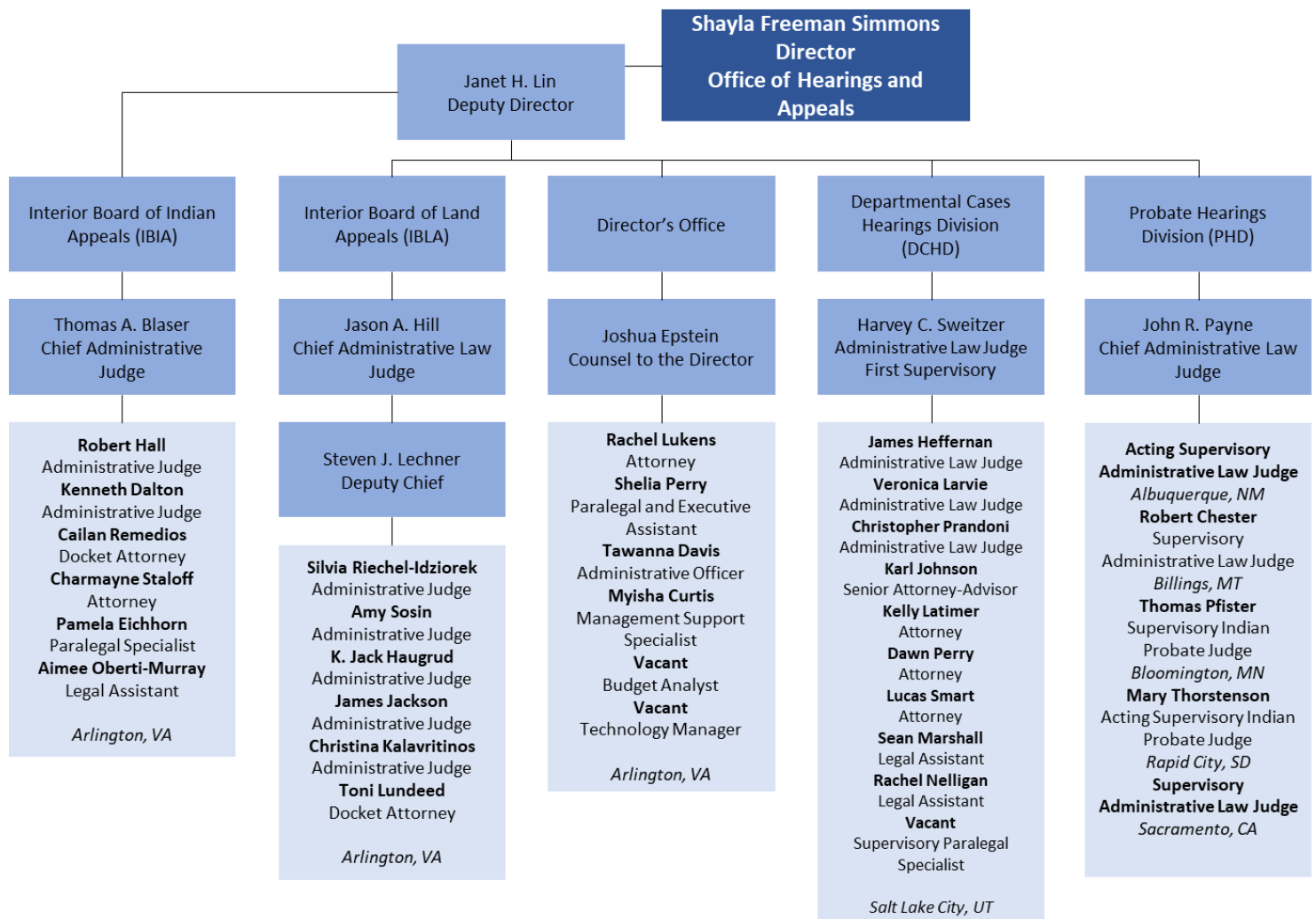
The Office of Hearings and Appeals (OHA) provides an impartial forum for parties affected by decisions of the Department's bureaus and offices may obtain independent review of those decisions, and fulfills the Department's trust responsibility with respect to the probate of Indian trust estates and the disposition of other matters involving Indian trust assets. OHA's decisions issued by the Probate Hearings division and WELSA hearings division, the Interior Board of Land Appeals and the Interior Board of Indian Appeals, and Departmental ad hoc boards are binding on the Department and often cited in other legal proceedings and legal publications.

OHA exercises the delegated authority of the Secretary of the Interior to conduct hearings and decide appeals from decisions of the bureaus and offices of the Department of the Interior.

OHA provides an impartial forum for parties who are affected by the decisions of the Department's bureaus and offices to obtain independent review of those decisions.

OHA also handles the probating of Indian trust estates, ensuring that individual Indian interests in allotted lands, their proceeds, and other trust assets are conveyed to the decedents' rightful heirs and beneficiaries.

OHA is headed by Director Shayla F. Simmons, who reports to the Assistant Secretary - Policy, Management and Budget through the Deputy Assistant Secretary - Administrative Services. OHA is comprised of the Director's Office, the Departmental Cases and Hearings Division, the Probate Hearings Division, the Interior Board of Indian Appeals, and the Interior Board of Lands Appeals.



### Business and Administrative Division

The Business and Administrative Division (Division) was created in 2013 in order to centralize business and administrative support services for the offices of 3 Assistant Secretary's; Policy, Management and Budget; Land and Minerals Management and Water and Science, along with several PMB Offices under the purview of the Assistant Secretary. The Division provides support in the areas of contract management, subscription services and a myriad of business services for the Secretary's Immediate Office, the Deputy Secretary's Office, the Office of External Affairs and the Office of Communications. Providing shared business and administrative support services in one centralized location has streamlined contracts, purchases, human resources, space and facilities, budgetary reallocations and oversight, rules and regulations, Federal Register Notices, and provided a substantial cost savings for the Department. The Director of the Division reports to the Deputy Assistant Secretary for Administrative Services.

The Division's Duties and Support include:

- On-Boarding and Off-Boarding Team for Political Appointees throughout the Department
- Contracting support and oversight for the Secretary's Immediate Office (SIO), Office of the Assistant Secretary for Policy, Management and Budget (AS-PMB), and the Office of Communications (OCO) and various PMB offices.
- Mobile Equipment Contract Administration and Oversight for the SIO, AS-PMB, AS-LM, AS-WS, OS and PMB Offices.
- Rules, Regulations and Federal Register Notices for the Office of the Secretary.
- Management and Oversight of the GPO Express purchase cards for DOI
- Consolidated Human Resources support; Position descriptions, details, reassignments, promotions, wigs, vacancy announcements and reimbursable agreements for HR investigations.
- Consolidation of Subscription Services for the Secretary's Immediate Office and the Department of the Interior.

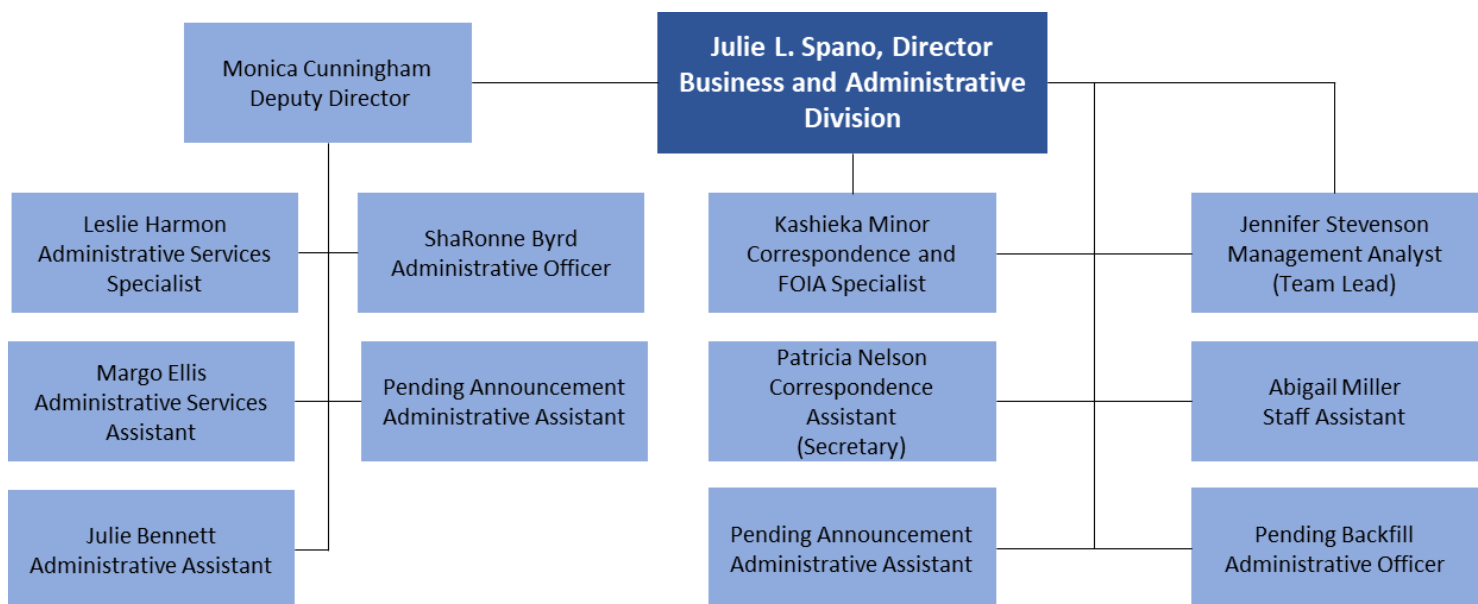


- Contracts and Acquisition Support for AS-PMB, AS-LM, AS-WS, SIO, OCO, OEA, OS and PMB Offices.
- Supply Services; software purchases, office supplies, tracking purchases and expenditures for AS-PMB, AS-LM, AS-WS, SIO, OCO and PMB offices supported.
- Property Management Services and tracking of assets via FBMS
- Correspondence Control Unit and FOIA requests for AS-PMB via DTS, and for various PMB offices.
- Central point of contact for IT equipment purchases, office configurations for equipment for AS-PMB, AS-LM, AS-WS and PMB Offices throughout the Main Interior Building and field Offices reporting to AS-PMB.
- Software purchases and management for offices and tracking of expenditures
- Administrative support for QuickTime time and attendance, leave processing, Travel (CONCUR), funding reallocation, budget and expenditures, meeting space and general support for senior leadership.
- Advising PMB Offices of policies, procedures and guidelines utilized by the Department and senior leadership

The Division has been a successful hub for all business processes for many offices throughout the Department. It is our goal to maintain the centralized hub and good customer service and to ensure overall cost savings for the Department of the Interior.



## Business and Administrative Division Organization Chart



### Administrative Services

January 2021

This is a publication of the DOI Office of the Deputy Assistant Secretary for Administrative Services.

Your input is essential to making this a valuable resource for all employees. Please share your ideas, suggestions and comments with editor Steve Carlisle by emailing [Stephen\\_Carlisle@ibc.doi.gov](mailto:Stephen_Carlisle@ibc.doi.gov). Thank you for your interest.